

This is an important **document**. Please retain and use in the event of the Policyholder's financial insolvency.

# FINANCIAL INSOLVENCY INSURANCE CERTIFICATE

**This certificate confirms that a financial insolvency insurance policy has been arranged to protect bookings made by the Policyholder with whom you have booked and paid for your trip.**

**Your money spent on your booking is protected in the event that the Policyholder becomes insolvent causing the cancellation of your booking and there being no other method of recourse available to you (e.g. credit card 'Section 75 claim', debit card chargeback, ATOL, travel or other applicable insurance coverage).**

**Policyholder:** Big Planet Adventures Limited

Insurance protection applies to bookings made between 1<sup>st</sup> June 2024 and 31<sup>st</sup> May 2025.

## The Insurer

Evolution Insurance Company Limited. Registered in Gibraltar No. 88737 with a registered office at 5/5 Crutchett's Ramp, Gibraltar, GX11 1A.

## Your Protection

You and any other passengers named in the booking confirmation are protected for bookings made with the Policyholder between the dates stated above. If the Policyholder enters administration, you will be entitled to claim for any monies paid to the Policyholder for the booking (subject to proof of payment) provided that you have exhausted all other sources of recompense open to you. Only once you and the other passengers have been unsuccessful in claiming from the sources listed below can a claim against this insurance policy be made:

- Credit card company
- Debit card provider
- ATOL or any other similar guarantee scheme
- Travel insurance or other insurance (where it covers supplier failure, for example)

To make a claim, you must follow the instructions at **[www.evo-insurance.com/fiiclaims](http://www.evo-insurance.com/fiiclaims)** or contact:

- Evolution, 53A High Street, Saffron Walden, Essex, CB10 1AA
- [claims@evo-insurance.com](mailto:claims@evo-insurance.com)

### Please note:

You and any other passengers named in the booking confirmation are protected for the trip stated in the booking confirmation provided at the time of the booking. Any change to the booking, including trip dates, will be deemed to be a new booking. The Insurer does not provide indemnity for vouchers, credit notes or any other similar items issued by the Policyholder to passengers in lieu of cash.